## Purpose of role

The purpose of the role is to provide leadership and management to the School to ensure the successful delivery of an excellent operational support service for an academic unit within the School of Medicine. In addition, this role will partner with the Head of Operations (HoO) to drive the strategic and operational agenda of the School. Working with the Director of Academic Unit (DoAU) and executive team, you will contribute to the strategic, budgetary, resource, infrastructure and operation planning, policy development, policy implementation, monitoring, data and quality assurance management.

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<thead>
<tr>
<th>Main responsibilities</th>
<th>% time per year</th>
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<tr>
<td><strong>Strategic Planning</strong></td>
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<td>▪ Contribute to the School leadership team activities, either directly or as deputy to the Head of Operations</td>
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<td>▪ Work with colleagues to develop, operationalise, implement and monitor policy/approach in order to shape the strategic direction of the School</td>
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<td>▪ Collaborate with required stakeholders to drive performance aligned to defined metrics and KPIs</td>
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<td>▪ Draft business cases/plans, report and review documentation with own area or on behalf of the School</td>
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<td>▪ Lead on projects and activities to drive common objectives as defined by team or area</td>
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<tr>
<td>▪ To lead on and support opportunities for income generation providing the full range of strategic support including project management to drafting business cases and implementation thereof</td>
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**Operational and Process Management**

▪ To ensure effective and efficient administrative systems are in place to support excellence in teaching and research
▪ To take active steps to maintain and enhance the experience of all Nottingham students
|   | To direct the implementation of School and University policies in all areas of operation across the Unit and to ensure that these are effectively delivered and consistent with the School’s and the University’s requirements  
To ensure that School and University policies and procedures are effectively implemented within the Unit, feeding back to policy originators any concerns or difficulties that may arise and solutions  
To direct the implementation of University policies in the School in relation to issues of statutory compliance, for example: health, safety and environment, data protection, freedom of information, disability access, equality impact assessments.  
Advising academic staff, administrative staff and students on school and university policy, procedures and regulations and other issues to ensure the smooth and efficient operation of the school and to meet quality assurance standards  
Management of all recruitment activities in the relevant unit and support provision to the DoAU/HoO as required  
General Management of team(s) of support staff including recruitment, deployment, development and performance management of these staff to ensure the successful delivery of an administrative service  
Responsibility for overall service provision to staff and students as well as to applicants and outside agencies in line with the School’s expectations  
Responsible person for driving enhancements and maintenance programmes for infrastructure, assets and other operational factors associated with School  
Lead on GDPR activities and information governance  
Responsibility for the management and development of consistent and simplified operations/processes and business systems  
Review and adjust processes, procedures and ways of working to improve effectiveness using lean principles  
To initiate, co-ordinate and manage activities related to projects/initiatives that add value to the School |
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|   | Finance, Governance and Audit  
To implement robust procedures for procurement and budgetary control  
Advise on financial planning, financial forecasting and financial controls, and contributing to maintaining budgetary adherence  
Provide advice, support and contribute to key committees  
To oversee the collection, preparation and delivery of information and documentation for internal and external quality audits and other quality assurance activities and responding to requests for information  
To understand risks / issues within the Unit and School and contribute to the development of a risk register  
To take actions to reduce and mitigate risk  
To assist the DoAU in maintaining a transparent staff job planning processing; overseeing the collection of data necessary for this and proactive management of the process and application |
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|   | Work flexibly, providing cover for other members of the team during periods of absence  
Any other duties appropriate to the role and level |
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### Person specification

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<tr>
<th>Skills</th>
<th>Essential</th>
<th>Desirable</th>
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|        | ▪ Operational management, strategic and business planning skills  
▫ Proven leadership and change management skills  
▫ Demonstrable experience of writing business cases and reports for formal committees  
▫ Demonstrable experience of successful delivery of projects across a large organisation  
▫ Excellent interpersonal and communication skills (including oral and written skills)  
▫ Ability to communicate effectively with staff at all levels and to work effectively and collaboratively with academic and administrative colleagues  
▫ Ability to motivate, negotiate and influence both individuals and teams  
▫ Ability to handle sensitive and confidential issues and manage conflict effectively  
▫ High degree of initiative  
▫ Responsibility and self-motivation and a professional and proactive approach to problem solving  
▫ Ability to define priorities and work flexibly and effectively under pressure to meet demanding (and sometimes conflicting) deadlines.  
▫ Financial awareness and financial management skills  
▫ Excellent IT skills  
▫ Willingness to learn new skills and procedures  
▫ Excellent customer relations  
▫ High levels of resilience  
▫ Ability to deal with change  
▫ Flexible team player willing to do what it takes to get the job done; adaptable and enjoys a challenge | |

| Knowledge and experience | | ▪ Awareness of the Higher Education sector, university decision making, structures and procedures  
▫ Significant and extended experience of working in the HE sector |

| | ▪ Significant expertise in the leadership and management of projects, people and resources  
▫ Evidence of establishing new administrative systems | |
| Qualifications, certification and training (relevant to role) | ▪ Honours Degree or equivalent plus significant experience in similar/related roles | ▪ Postgraduate qualification, or equivalent  
▪ Project management qualification  
▪ Lean Six Sigma |
| --- | --- | --- |
| Other | ▪ Willingness to adopt the values of the School of Medicine  
▪ Adopting and delivering to the School of Medicine’s Professional Services Service Excellence Standards |  |
Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University’s strategy, vision and values. The following are essential to the role:

**Valuing people**
Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.

**Taking ownership**
Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.

**Forward thinking**
Driven to question the status quo and explore new ideas, supporting the team to “lead the way” in terms of know-how and learning.

**Professional pride**
Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.

**Always inclusive**
Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.
Key relationships with others

Line manager

Role holder

Key stakeholder relationships

- Head of Operations
- Senior Operations Manager - Academic Unit
- Direct Reports
- Colleagues / External partners
- Students